



Managerial Selection Process

EXECUTIVE SELECTION SERVICES

The State of California strives to maintain a diverse workforce and be an equal opportunity employer to all regardless of race, religious creed, color, national origin, ancestry, age, disability (physical or mental), medical condition (cancer and genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, or related medical condition), gender, gender identity, gender expression, sexual orientation, political affiliation, or military and veteran status. It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and this special trust placed in public servants.

THIS IS A CALTRANS OPEN EXAMINATION.

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| CLASSIFICATION: | INFORMATION TECHNOLOGY MANAGER I |
| POSITION TITLE: | PACKAGED PRODUCTS SECTION MANAGER |
| DIVISION: | INFORMATION TECHNOLOGY |
| LOCATION: | HEADQUARTERS – SACRAMENTO |
| SALARY: | \$7,376 - \$9,884 |
| FINAL FILING DATE | |
| EXTENDED: | MARCH 1, 2019 |

***Applicants who have already submitted an application do not need to reapply.**

RESPONSIBILITIES

Under general direction of the Chief, Application Development and Support Division, the IT incumbent serves as the Packaged Products Section Manager and manages technical professional IT staff including consultants. The IT classifications that report to this position include IT Supervisor II's, IT Specialists, and Associates. This position requires knowledge of: State personnel policies and guidelines relating to personnel activities such as recruitment, hiring, probation, corrective action and staff retention; System Development Life Cycle and project oversight principles, policies, techniques, and methods in order to ensure the successful completion of projects. The incumbent will adapt to new computer industry technology and practices to provide guidance, consultation and advice, and make IT related decisions as well as apply the principles of information security as they relate to the protection of IT assets, and to manage and respond to IT outages. The incumbent has significant responsibilities for formulating or administering organizational information technology policies and programs and for planning, organizing, and directing the work of one or more information technology programs or units, typically through subordinate supervisors. The incumbent provides leadership and has full management responsibility to organize, plan, coordinate, direct and control all activities associated with the day-to-day operations of the section. The incumbent directs all activities associated with Incident Management, Release Management, Configuration Management, and Change Management for the Division.

MINIMUM QUALIFICATIONS

Applicants must meet the following qualifications by the final file date to participate in this examination.

Two years of experience as an Information Technology Supervisor I; **or**

One year of experience as an Information Technology Supervisor II; **or**

Six years of information technology experience performing a variety of progressively responsible technical, analytical, or supervisory tasks in support of computer systems or services in one or more of the [major six domains](#) or a closely related or emerging IT field. At least two years of experience shall include performance of highly specialized work in a lead capacity on highly complex or specialized information technology systems or services, or in a progressively responsible supervisory capacity over highly complex or specialized information technology systems or services.

A master's or doctorate degree from an accredited college or university may substitute for four years of the required general information technology experience. A bachelor's degree from an accredited college or university may substitute for three years of the required general information technology experience. An associate's degree from an accredited college may substitute for one year of the required general information technology experience. Only one degree may be used for substitution.**

When using education to meet minimum qualifications, education must include 15 semester units (or 22.5 quarter units) of information technology or [closely related course work](#).**

STATEMENT OF QUALIFICATIONS

A Statement of Qualifications (SOQ) is required and must be submitted along with your State application. The SOQ is a discussion of how an applicant's education and experience meet the evaluation criteria below and qualify them for the position. The SOQ serves as documentation of each candidate's ability to present information clearly and concisely in writing. You must include specific examples addressing each of the evaluation criteria listed below. The SOQ **must not** exceed two (2) pages in length. Resumes, letters, and other materials will not be considered as your response to the SOQ. The SOQ will be utilized as screening criteria for the hiring interview only and will not be used for the purposes of examination.

1. Demonstrated ability and experience in establishing collaborative working relationships with customers, other IT functional areas and vendors.
2. Demonstrated ability and experience managing the operations of an IT group including change and release management.
3. Demonstrated experience leading a group of IT professionals.
4. Demonstrated experience in project management.
5. Demonstrated experience in addressing a business problem or initiative.

SOQ Instructions:

- Must not exceed two (2) pages in length
- Must be written in no less than 12 point font
- Each evaluation criteria must be addressed separately and in order

EXAMINATION INFORMATION

This process provides for examination and job-selection specific to each position and consistent with the knowledge, skills, and abilities of the classification. All applicants must meet the minimum requirement for this examination by the final filing date.

This examination will utilize an evaluation of each candidate's experience and education (E&E) compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her State application (STD. 678). List all experience relevant to the "Minimum Qualifications" shown on this announcement.

In order to obtain a position on the eligibility list, a minimum score of 70% must be attained. This examination will not establish a civil service list; therefore, candidates will not have the ability to transfer their eligibility to other departments. Candidates will be notified in writing of their examination results.

****If using your college education to meet the minimum qualifications, college transcripts must be submitted with your application and SOQ. Unofficial transcripts will be accepted for entrance into the examination, however, official transcripts will be required prior to appointment.**

Click on the link below to review the California State Personnel Board class specification which contains the requirements for admittance to the examination:

<http://calhr.ca.gov/state-hr-professionals/pages/1400.aspx>

FILING INSTRUCTIONS

1. Complete a signed State application (STD. 678) and identify **MSP Number: 18MSP89**
2. Complete the Statement of Qualifications (SOQ)

3. ****If using your college education to meet the minimum qualifications, college transcripts must be submitted with your application and SOQ. Unofficial transcripts will be accepted for entrance into the examination, however, official transcripts will be required prior to appointment.**
4. Submit the State application and SOQ (and college transcripts, if applicable) to:

**Department of Transportation
ATTN: Alejandra Saldana (18MSP89)
1727 30th Street, MS-86
Sacramento, CA 95816**

The State application must be received or postmarked by the final file date of **March 1, 2019**. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application. Interagency mail received after this date will NOT be accepted.

Questions regarding this examination process should be directed to Alejandra Saldana at (916) 227-5534.

*Effective January 1, 2009, Government Code Section 18991 was enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty, shall be eligible to apply for promotional civil service examinations, for which he/she meets the minimum qualifications as prescribed by the class specification. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).***

REASONABLE ACCOMMODATION

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please write to Caltrans, Office of Examinations and Executive Selection Services, 1727 30th Street, MS-86, Sacramento, CA 95816 or contact us by phone at (916) 227-7858. TTY users contact the California Relay Service at 711.